



**DIRECTOR OF HEALTH & COMMUNITY SERVICES
PERMANENT FULL TIME POSITION
40 HOURS PER WEEK**

START DATE: To be mutually agreed to

HOURS OF WORK: Monday to Friday 9:00 AM to 5:00 PM, some evenings and weekends may be required

SALARY RANGE: \$80,000 - \$102,273 annually

PLEASE SUBMIT RESUME BY FRIDAY, MAY 22, 2020 TO:

Nicole Chammartin, Executive Director, Klinik Community Health
870 Portage Ave, Winnipeg, MB R3G 0P1 email jobs@klinik.mb.ca

POSITION SUMMARY

Reporting to the Executive Director, the Director of Health & Community Services is responsible for the oversight and delivery of Community and Health Services programming, including the service at primary care clinics. Program management includes the development, implementation, evaluation and improvement of existing and new programming opportunities.

The Director of Health & Community Services leads a team of professional staff and managers in the delivery of services and programs, and is responsible for the selection, training and development of staff. Responsibilities also include establishing and maintaining effective and positive working relationships with community and related service agencies. As a member of the senior leadership team, the Director of Health & Community Services is responsible for working collaboratively with peers, participating in team decision-making process, and representing overall agency perspective by assuming special assignments on behalf of the organization.

Qualifications:

- Post-secondary degree in health or related field (eg. Nursing)
- Certificate in Health Care Administration
- 5-10 years experience in health services management, including 3 years experience in the delivery of community health services in a collaborative practice.
- Strong leadership and supervisory skills.
- Demonstrated ability to work in an interdisciplinary setting to facilitate and maintain a collaborative team environment and liaise with the health and social service community.
- Excellent communication skills, both verbal and written. Demonstrated experience and ability writing reports or recommendations.
- Demonstrated understanding and commitment to holistic health care.
- Strong clinical background, with in-depth knowledge and experience with the delivery of community health services and programming. Keeps abreast of and seeks out knowledge of developments and innovations in service delivery and management practice.

- Proven interpersonal skills to support Klinik-wide programs, with the demonstrated ability to establish and maintain effective working relationships and interact successfully at all levels, internally as well as with government and external agencies.
- Strong consultative and conflict management skills.
- Possess initiative and strong problem-solving skills, complemented by strong organizational and multi-tasking skills.
- Demonstrated ability to deal tactfully with sensitive issues in a confidential matter.
- Demonstrated skills and experience in related software, including proficiency in Word and Excel.
- Must be able to obtain and maintain clear Criminal Record Check and Abuse Registry checks.

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Responsibilities:

Health Services Programming Leadership

50%

- Oversees and manages Health Services programs and associated delivery of service in alignment with Klinik's mission.
- Develops or acquires new services or approaches, or modifies services according to needs and demands, as required.
- Identifies service delivery, practice and management issues where policy development or revision is required. Provide guidance and assist in setting overall agency policy and interpretation of community and service issues.
- Leads a team of health service professionals, ensuring effective delivery of program and service priorities.
- Provides direction, interpretation and education to Klinik staff regarding legal or mandated requirements of program areas and associated policies and practices.
- Advises staff and management on Privacy matters and leads the investigation process as required
- Oversees the management of medical records systems and health services support functions, including medical and laboratory services.
- Responsible for resolving issues or medical concerns as required, including liaising with community agencies and troubleshooting electronic medical records (EMR) issues.
- Oversees incident reporting, including investigation and resolution, ensuring effective safety management.
- Provides guidance in determining appropriate referrals for clients.
- Establishes and maintains working relationships with community and related service agencies, including liaising and coordinating with community groups and partners.
- Works with the Winnipeg Regional Health Authority (WRHA) and staff to meet Accreditation Canada standards and maintain Klinik accreditation.
- Represents Klinik at both government and community levels.

Community Program Leadership

20%

- Oversees and leads community health and education programming and associated delivery of service in alignment with Klinik's mission, including:

- - Community Health Outreach
 - Dream Catchers
 - Public Education and Training
 - Manitoba Trauma Information Education Centre
- Responsible for program development, implementation, management and delivery, evaluation, and identifying improvement opportunities. Develops or acquires new services or approaches, or modifies services according to needs and demands, as required.
- Leads a team of professionals, ensuring effective delivery of program and service priorities.
- Provides direction, interpretation and education to Klinik staff regarding legal or mandated requirements of program areas and associated policies and practices.
- Establishes and maintains working relationships with community and related service agencies, working in collaboration to develop health promotion strategies, utilizing a community development approach.
- Identifies service delivery, practice and management issues where policy development or revision is required. Provides guidance and assists in setting overall agency policy and interpretation of community and service issues.
- Prepares and presents report and recommendations regarding new services or approaches, including business case costing and potential gains to be realized.
- Represents Klinik at both government and community levels.

General Leadership

30%

- Responsible for the activities of a senior leader, including input into and management of an operating budget, participating in planning, and special assignments.
- Manages Health and Community Services annual budgets, including accountability for staff and program expenditures.
- Responsible for hiring, performance management, and development planning of staff. Supervises, coaches, and conducts performance evaluations of direct reports. Provides practice setting for student placements.
- Provides advice, guidance and coaching to staff on program policies, practices, and procedures.
- Responsible for reviewing team processes and practices to ensure efficiency and ongoing improvement. Ensures activities comply with Klinik policies and procedures.
- Leads or participates in projects, strategic initiatives, special assignments, studies and reports, as required.
- Conducts research related to projects and various topics and makes recommendations for continuous improvement.
- Responsible for completing reports and presentations for the Executive Director and the Board, as required.

Leadership (reporting relationships & supervisory responsibility)

- **Number of direct reports:** approximately 35
- **Number of indirect reports:** approximately 15

